BEFORE THE DEPARTMENT OF TRANSPORTATION  
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS  
WASHINGTON, D.C.

------------------------------------------------------ )  
 )  
[your name], )  
 third-party complainant )  
 )  
v. ) Docket DOT-OST-[year]-\_\_\_\_  
 )  
[airline name] )   
 )   
------------------------------------------------------ )

**COMPLAINT OF [your name]**

Comments with respect to this document should be addressed to:

[your name]  
[your postal address]  
E-mail: [your email]

Dated: [submission date]

BEFORE THE DEPARTMENT OF TRANSPORTATION  
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS  
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v. ) Docket DOT-OST-[year]-\_\_\_\_  
 )  
[airline name] )   
 )   
------------------------------------------------------ )

**COMPLAINT OF [your name]**

1. This complaint arises out of …

# FACTS

## Booking

1. paragraph

## Cancellation

1. paragraph

## Current Status

1. paragraph

# LEGAL ANALYSIS

## Explain applicable DOT regulation

1. DOT rule [citation] requires:

Insert lengthy blockquote here: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus ultricies consectetur risus quis placerat. In semper felis in purus luctus accumsan. In bibendum massa sit amet nibh interdum, in feugiat justo ultricies. Curabitur ornare vehicula lobortis. Cras pulvinar fringilla dui, et faucibus libero. Phasellus enim orci, iaculis vitae porttitor a, mollis in odio. Suspendisse ultricies lorem ut arcu mollis vulputate. Curabitur a hendrerit odio. Donec maximus consectetur diam eu pretium.

1. analyze

## Apply DOT regulation to situation at hand

1. apply
2. apply
3. I ask that the Department of Transportation:

(1) Exercise its authority under 49 USC 41712 to open an investigation of [airline name] for having engaged in the unfair or deceptive practices described above;

(2) Order [airline name] to provide to the DOT and to me all notes, PNR annotations, call recordings, credit card dispute records, and other materials prepared by its systems and its staff in the course of the discussions herein;

(3) Order [airline name] to comply with applicable DOT regulations;

(4) Order [airline name] to refund to ticket purchasers all …;

(5) Require [airline name] to search its records for other customers similarly situated, including those who complained about …, and require [airline name] to provide the details of such customers and complaints to DOT; and

(8) Impose appropriate civil penalties on [airline name].

Respectfully submitted,

/s/  
[your name]

Attachment 1

**Certificate of Service**

I hereby certify that I have, this [day number] day of [month year] caused a copy of the foregoing Complaint to be served by electronic mail on the following persons:

[name of airline’s agent] [email of airline’s agent]  
Kimberly Graber, Esq. kimberly.graber@dot.gov  
Blane Workie, Esq. blane.workie@dot.gov  
Robert Gorman, Esq. robert.gorman@dot.gov

/s/

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 [your name]